

## City of San José

**PUBLIC SAFETY COMMUNICATIONS SPECIALIST (FT) (8515)**  
**PUBLIC SAFETY COMMUNICATIONS SPECIALIST (PT) (8535)**

<b>CLASS CODE:</b> 8515/8535		
<b>DEPARTMENT:</b> Varies	<b>ACCOUNTABLE TO:</b> Varies	<b>FLSA STATUS:</b> Non-Exempt

**CLASS SUMMARY**

Under immediate supervision, answers and processes incoming emergency and non-emergency requests, enters information in prescribed format into the City's computer aided dispatch telecommunications system, and may complete official police reports on routine non-emergency type calls

**DISTINGUISHING CHARACTERISTICS**

Incumbents process all incoming requests for police, fire, and medical assistance and may be required to complete reports of a non-emergency nature via the telephone.

**QUALIFICATIONS**

*(These qualifications are typically required. An equivalent combination of education, experience, knowledge, skills and abilities sufficient to satisfactorily perform the duties of the job may be substituted.)*

**Minimum Qualifications****Education and Experience**

Successful completion of high school and one year of experience working in public contact employment.

**Acceptable Substitutions**

A General Education Diploma (GED) may be substituted for the completion of high school.

**Licensing Requirements**

None.

**Other Qualifications (position requirements at entry and depending on area of assignment):****Basic Knowledge, Skills and Abilities**

- Ability to read, write, spell, and speak in concise English.
- Ability to learn correct telephone answering techniques, policies, and procedures.
- Ability to follow oral and written instructions.

- Ability to deal tactfully with the public and others.
- Ability to work in a confined area and wear a headset.
- Ability to remain calm during emergencies and to obtain relevant information from callers who are in stressful situations.
- Ability to learn to accurately enter information in the computer system while receiving information by telephone.
- Ability to pass an intensive police background investigation.
- Ability to learn and interpret maps.
- Ability to learn radio and other codes used in the creation of computer aided calls for dispatch.
- Ability to type.

### **Desirable Qualifications**

- Knowledge of emergency telephone answering techniques, policies, and procedures.
- Knowledge of the general policies and procedures used in the operation of the City's dispatch center.
- Knowledge of primary roads, streets, highways, areas, major buildings, and public facilities within the City's boundaries.
- Knowledge of the use of various police report forms.
- Ability to effectively operate a computer aided dispatch system, video display terminals, and associated equipment.
- Ability to effectively perform emergency telephone answering and processing duties.

<b>DUTY NO.</b>	<b>TYPICAL CLASS ESSENTIAL DUTIES:</b> (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	<b>FREQUENCY</b>  <b>(Indicate % of time for each duty in increments no less than 5%)</b>
1.	Answers the telephone and receives emergency, non-emergency, and 9-1-1 requests for assistance; evaluates the information and creates a CAD system event by typing live conversation text and command strings into a CAD system or transfers the call to the proper emergency service provider, or provides information to the caller.	40%
2.	Operates a Computer Aided Dispatch (CAD) system, video display terminals, and associated equipment.	20%
3.	Communicates clearly and concisely with member of the public.	15%
4.	Receives structured classroom and on-the-job training.	5%
5.	Maintains familiarity with major roads, streets, areas, and industrial and public facilities within City boundaries.	5%

6.	May complete police reports on routine non-emergency type calls in accordance with established procedures.	5%
7.	Determines and reports the need for equipment repairs.	5%
8.	May assist in the training of employees.	5%

### **WORKING CONDIDTIONS**

Work is performed in a structured and sometimes stressful work environment that includes structured breaks and lunch schedules. Incumbents are required to wear a uniform and work various shifts including nights, weekends and holidays; overtime may be required including last minute shift extensions.

(Formerly Public Safety Dispatcher I)  
(8/85), (Rev. 12/85), (Rev. & Ret. 8/88), (Rev. 2/89), (Rev. 7/97)  
8515s001.doc